

**OPPENHEIMER**

OPPENHEIMER WOLFF &amp; DONNELLY LLP

Plaza VII, Suite 3300  
45 South Seventh Street  
Minneapolis, MN 55402-1609

oppenheimer.com

612.607.7000  
Fax 612.607.7100

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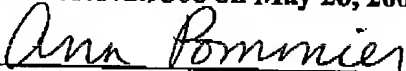
**FAX COVER LETTER**

May 26, 2004

**TO:** Commissioner for Patents  
**COMPANY:** U.S. Patent and Trademark Office  
**PHONE:**  
**FAX:** 703.872.9306

**FROM:** Steven C. Lieske  
**DIRECT DIAL:** 612.607.7508  
**EMAIL:** Slieske@Oppenheimer.com  
**RE:** Serial No. 10/811,439  
Attorney Docket No. 60021-378601

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PATENT

## IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

**Applicant:** Robert E. Wollan et al.**Serial No.:** 10/811,439**Filing Date:** March 26, 2004**Title:** ENHANCING INSIGHT-DRIVEN  
CUSTOMER INTERACTIONS**Docket #:** 60021-378601**Group Art Unit:** Not Assigned**Examiner:** Not AssignedCommissioner for Patents  
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Ann Pommier

## PRELIMINARY AMENDMENT

Dear Sir:

Please enter the following amendment and remarks prior to examination of the  
subject application.